

E-resource Workflow: Improving Communication between Librarians and Vendors

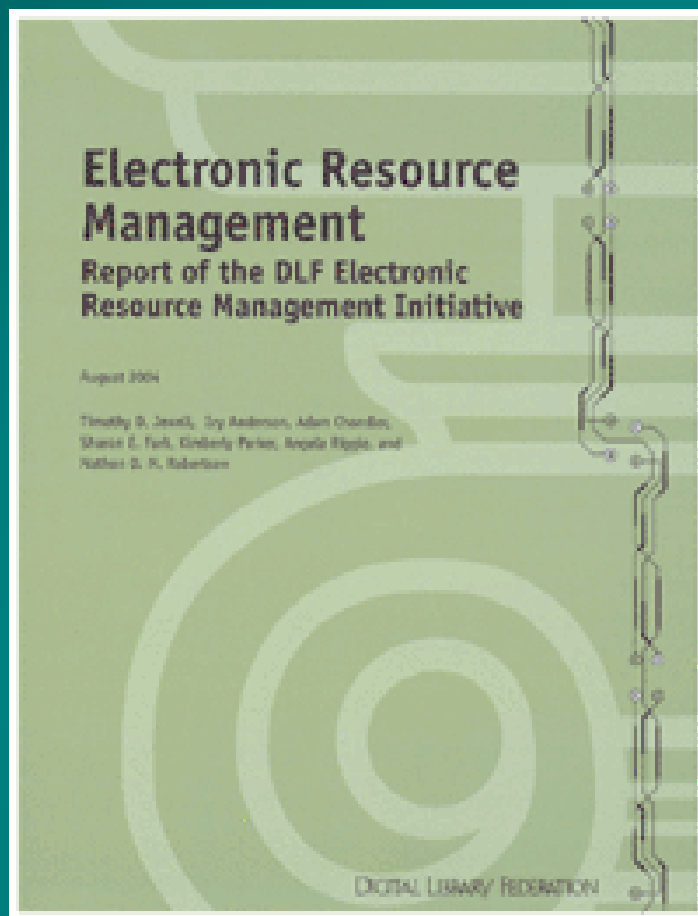
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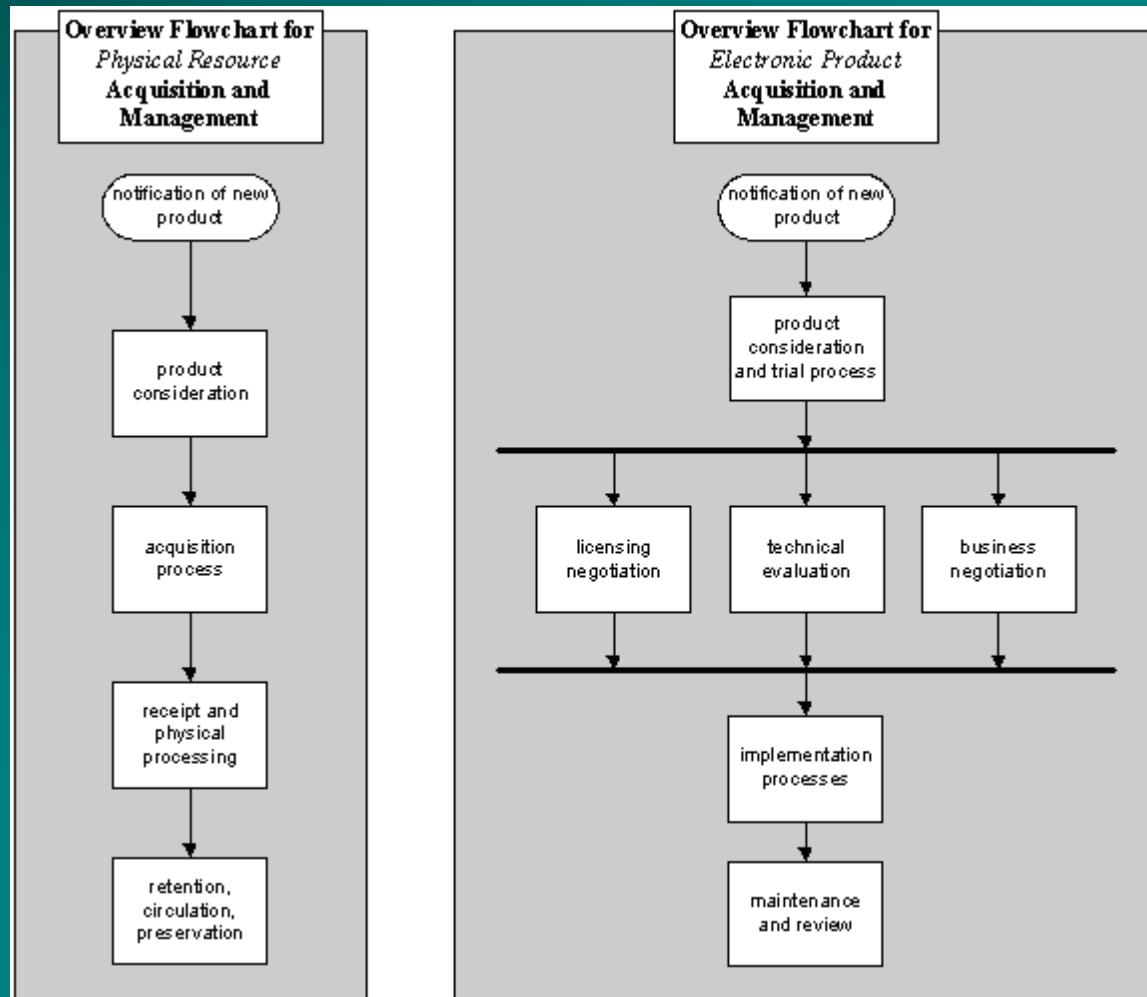
ER&L 2007

Read any good books lately?

<http://www.diglib.org/pubs/dlf102/>



Appendix B (The Short Version): Electronic Resource Management Workflow Flowchart



What's this got to do with librarian/vendor communication?

The NEW e-workflow documents:

- 28 decision points
- 46 action items





Why does communication matter?

- Library/vendor relationships are long-lasting
- Vendors can supply information to help decision-making
- Consortia, agents, aggregators
- \$2.1 billion annually (IPEDS)
- Good communication is efficient

Our dirty little secrets??



- Do you know who is responsible for this workflow in the library?
- Do your vendors know?
- How do you keep up to date on developments/progress within?
- How do you communicate them to the outside?

What did my library do?

- Charted how e-resources come into the library (5 consortia + direct from vendor)
- Mapped the DLF flowchart to our local processes
- Adjusted our internal documentation and communication responsibilities
- Created a centralized status page where staff can quickly view progress or problems in the workflow

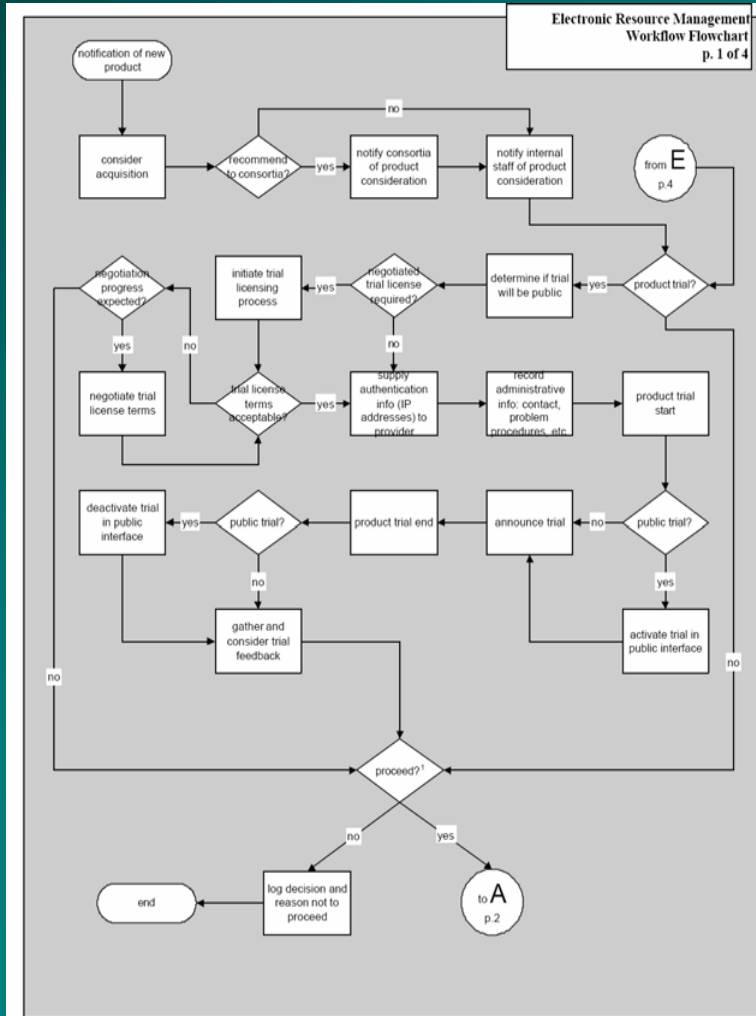
What Do We Want From Vendors?

- Timely responses
- Contacts who are knowledgeable about our accounts
- Contacts who are knowledgeable about technology, licensing, content
- Support after the sale



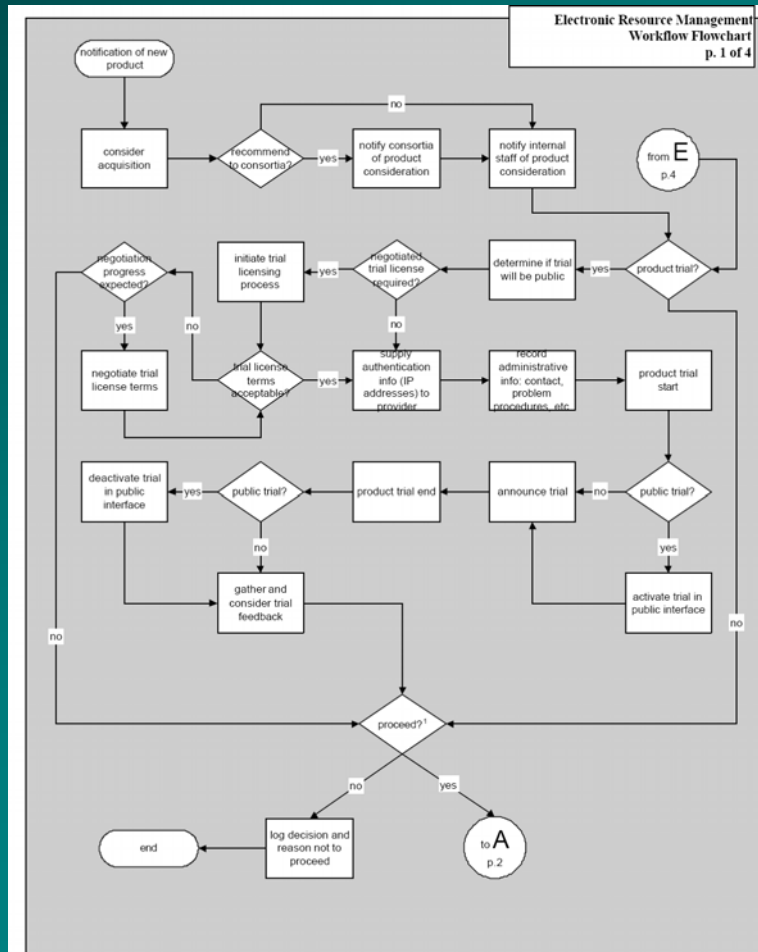
The Vendor's Point of View

Bob's Progression: (1): Omigod!



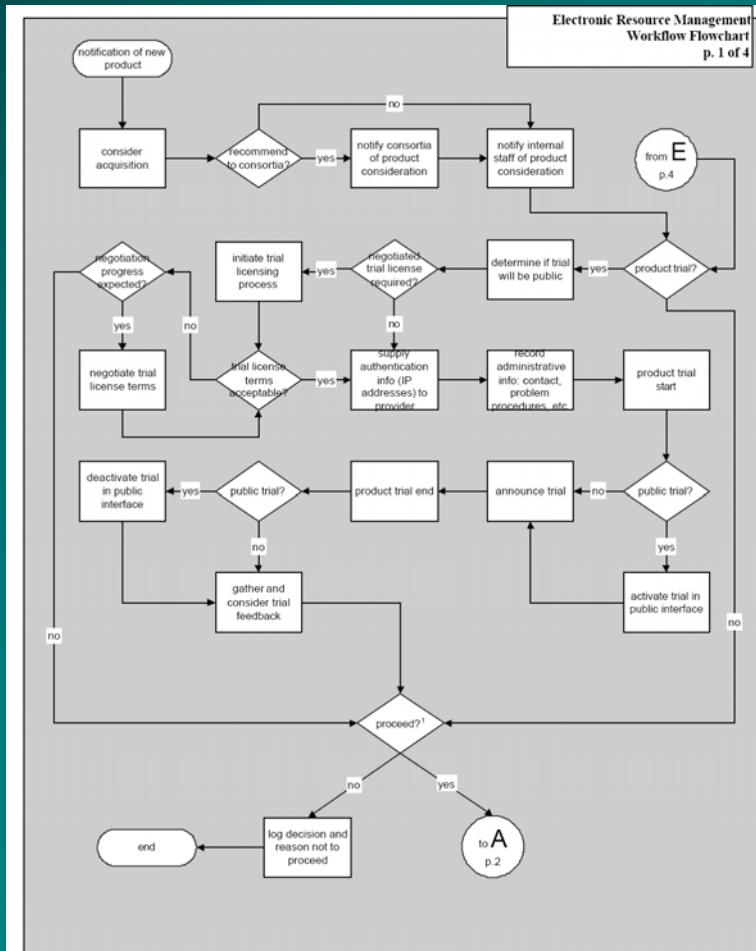
- This is chaos
- This is unknowable (to a book guy)
- OK, now I get it. This IS chaos

Bob's Progression: (2): The “Aha” Moment



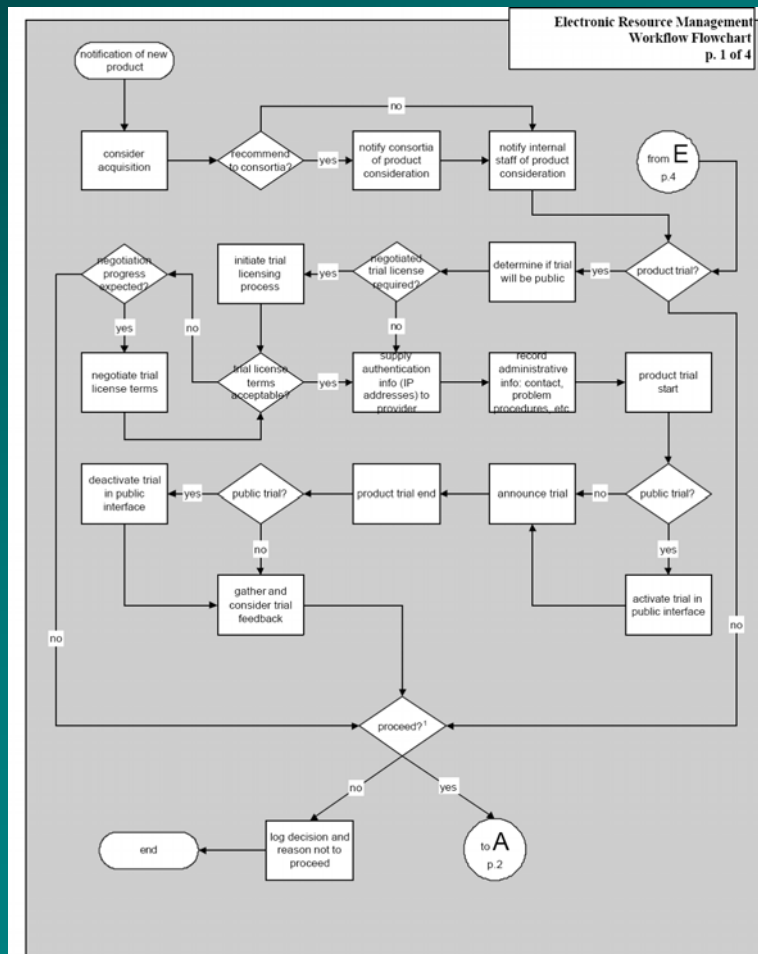
- This isn't chaos. It's just complex.
- There is a logical flow of binary, brachial processes and decision-making

Bob's Progression: (3): Mirrored Processes



- The product development process
- The sales process: presenting the product
- The sales process: closing the sale

Bob's Progression: (4): Enlightenment



- Appreciating why e-decisions seem so disorganized in libraries
- Understanding the need to communicate with different decision-makers in the library with different priorities

What Do Vendors Want From Us?

- Identification of the stakeholders in the evaluation and purchasing process
- A reasonable sense that the library is serious about making a decision
- A “go-to” person responsible for relaying questions and forwarding answers
- Closure



Open Discussion



- Has your library had success in shifting workflow to improve e-resource management?
- What works well, what is still a challenge?
- Questions for us?